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East Sussex  
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Tel: 0300 123 0999

Email: [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk)

20th May 2016

Email:

Dear

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/16/04/44.

You requested the following information:

**Under the Freedom of Information Act I wish to know of any phone calls concerning losses in the past years. I want numbers of complaints from 2014 to present.**

We do not keep a record of the number of phone calls received relating to lost property.

When we receive complaints about property that a complainant believes was stolen, it is registered as a 'concern about staff' and unfortunately we don't have a sub-subject on our database for 'stolen property'. I regret to advise that we cannot provide any further information as requested on the grounds of the exemption contained within s.12 of the FOIA. To retrieve the information would necessitate manually searching through each of the 1,373 'concern about staff' cases received since 2014. This would exceed the appropriate limit of 18 hours as set down in the guidance on the application of the Freedom of Information and Data Protection (Appropriate Limit and Fees).

I am sorry that I cannot be more helpful on this occasion.

If, for whatever reason you are unhappy with our response, you are entitled to pursue any dissatisfaction through South East Coast Ambulance NHS Foundation Trust's (SECamb) Internal Review Procedure at:

South East Coast Ambulance Service NHS Foundation Trust  
40-42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW  
Email: [complaints@secamb.nhs.uk](mailto:complaints@secamb.nhs.uk)

Should you remain unhappy with the outcome of any such internal review , you may request a decision from the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If I can be of further assistance to you, please do not hesitate to contact me, quoting the above reference number.

Yours sincerely

Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust